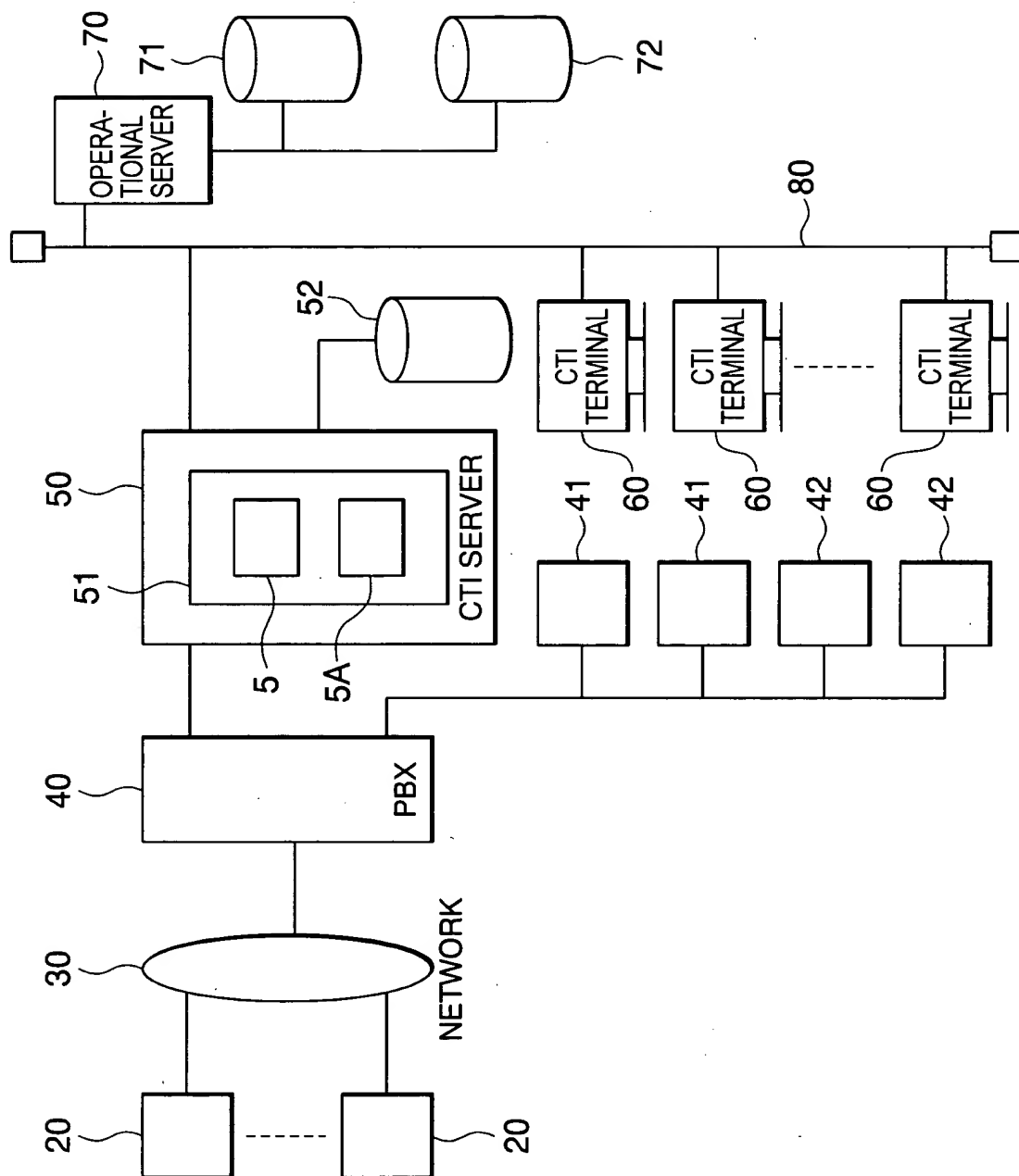
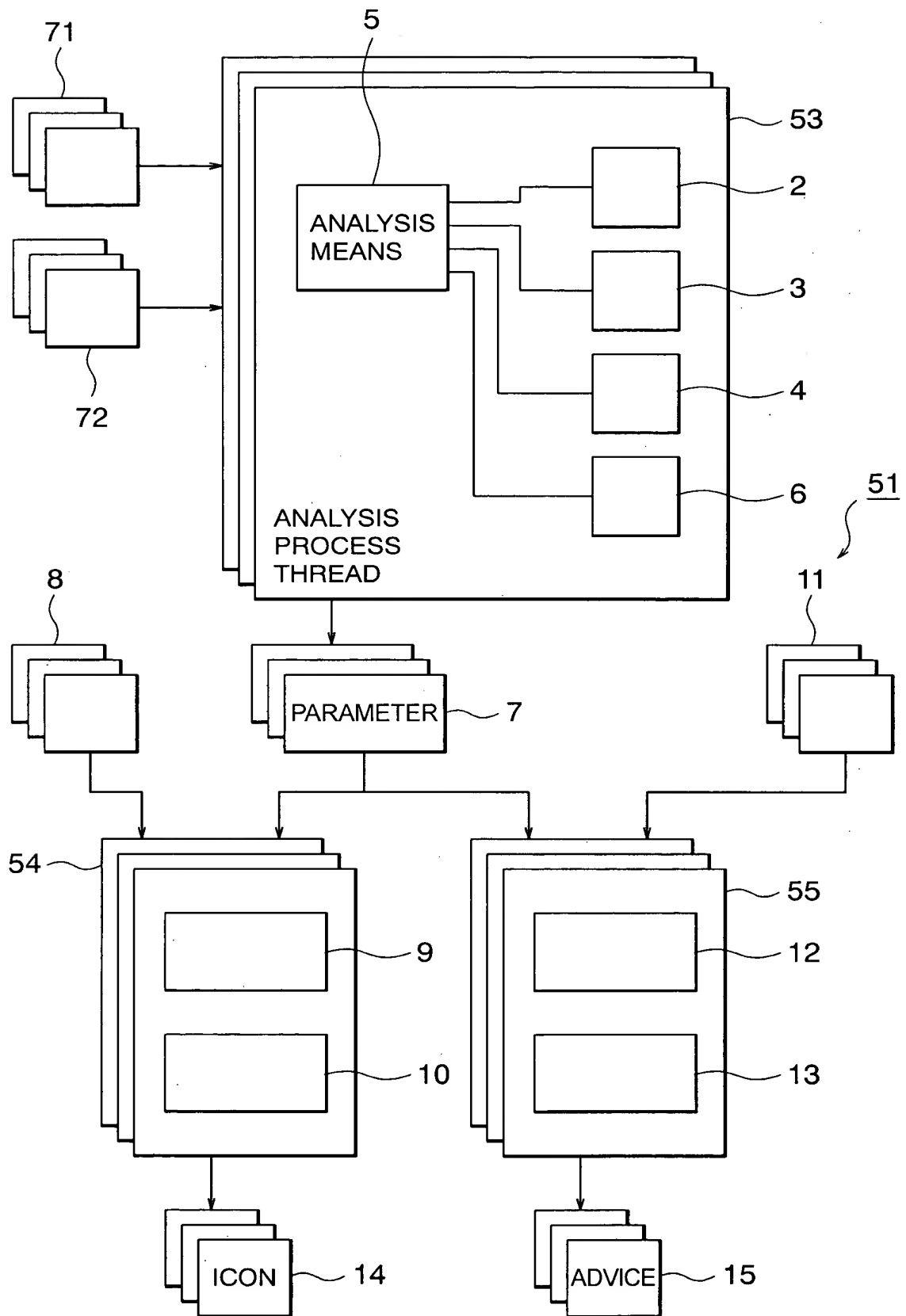


FIG. 1



# FIG. 2



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FIG. 3A

2

TELEPHONE NUMBER	NUMBER OF CALLS	INCOMING TIME
xxx-xxx-xxxx	5	10 : 32

FIG. 3B

3

TELEPHONE NUMBER	INDIVIDUAL DEALING CARD	.....	INDIVIDUAL DEALING CARD
xxx-xxx-xxxx	1	.....	3

	DURATION (SECONDS)	ACCUMULATED DURATION (SECONDS)	RATIO (%)	NUMBER OF TIMES
CONVERSATION	3	60	60	
SPEECHLESS	2	5	5	1
PAUSE	10	35	35	2

FIG. 3C

4

NUMBER OF TRANSFERS	TELEPHONE NUMBER	RELEVANT DEPARTMENT
0	xxx-xxx-xxxx	GENERAL AFFAIR SECTION
1	xxx-xxx-xxxx	THIRD BUSINESS SECTION
2	xxx-xxx-xxxx	FIRST BUSINESS SECTION

FIG. 3D

6

TELEPHONE NUMBER	NUMBER OF INCOMING CALLS	INCOMING CALL CARD	.....	INCOMING CALL CARD
xxx-xxx-xxxx	3	1	.....	3

NUMBER OF CALLS	INCOMING TIME
10	10 : 35

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7A

WAITING TIME	FEELING INDEX
5 SECONDS	10
10 SECONDS	20

FIG. 4A

7B

NUMBER OF IN-COMING CALLS	POINT
1	0
2	3

FIG. 4B

7C

NUMBER OF TRANSFERS	POINT
1	4
2	8

FIG. 4C

7D

RATIO OF SPEECH-LESS PERIOD	FEELING INDEX
~5%	1
40%	10

FIG. 4D

7E

NUMBER OF SPEECH-LESS PERIODS	POINT
1	0
2	3

FIG. 4E

FIG. 4F

7F

TOTAL FEELING INDEX	ICON LEVEL
10~20	Smile2_1
50~60	Angry3_1

FIG. 4G

7G

TOTAL POINT	ICON LEVEL
1~3	Smile2_2
25~40	Angry3_2

FIG. 4H

FIG. 4I

ICON LEVEL	DISPLAY OF NUM-BER OF TIMES	ICON TO BE DISPLAYED
Smile2_1	NO	Smile2_1.gif
Smile2_2	YES	Smile2_2.gif
Angry3_1	NO	Angry3_1.gif
Angry3_2	YES	Angry3_2.gif

NUMBER OF IN-COMING CALLS	NUMBER OF TRANSFERS	RATIO OF SPEECH-LESS PERIOD	ADVICE
0~3	0	0	Advice 1
0	0~2	0	Advice 3
0	3~4	0	Advice 4
0	0	0~5	Advice 7

FIG. 4J

7J

TOTAL FEELING INDEX	NUMBER OF IN-COMING CALLS	NUMBER OF TRANSFERS	RATIO OF SPEECH-LESS PERIOD	TOTAL POINT	ICON 1 TO BE DISPLAYED	ICON 2 TO BE DISPLAYED
60	1	3	5(%)	33	Angry3_1.gif	Angry3_2.gif

FIG. 4K

7K

ICON TO BE DISPLAYED AND THE LIKE	ADDRESS
Smile2_1.gif	ADDRESS a
:	:
Advice 1	ADDRESS b
:	:

FIG. 5

## LIST OF NEGLECTS

CALLS FROM CLIENTS BELOW HAVE BEEN NEGLECTED.  
CALL THEM NOW IF POSSIBLE AND ASK WHAT THEY WANT.

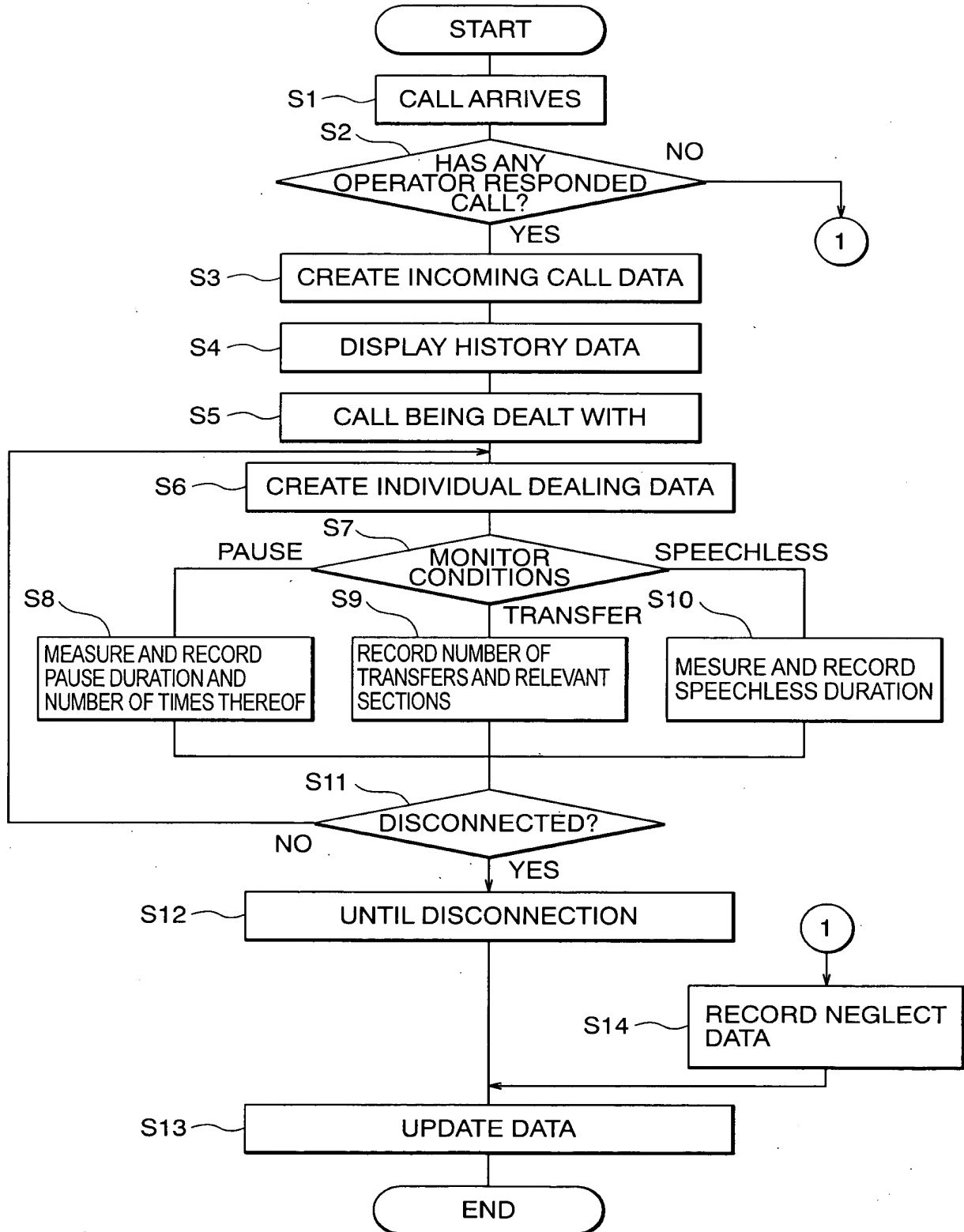
No	TELEPHONE NUMBER	NAME	NUMBER OF NEGLECTS	FINAL RECEPTION
1	022-456-1111	FUJIKO TATEBAYASHI	3	2000/3/2 16:23
2	023-321-3333	FUJIO KOYAMA	2	2000/3/2 14:10
3	022-234-4455	MICHIYO KAWASAKI	1	2000/3/1 17:30
4	022-289-5678	TOMIKICHI SHIKANUMA	1	2000/3/2 10:10

TO OUTGOING  
CALL SCREEN

END

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FIG. 6



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FIG. 7A

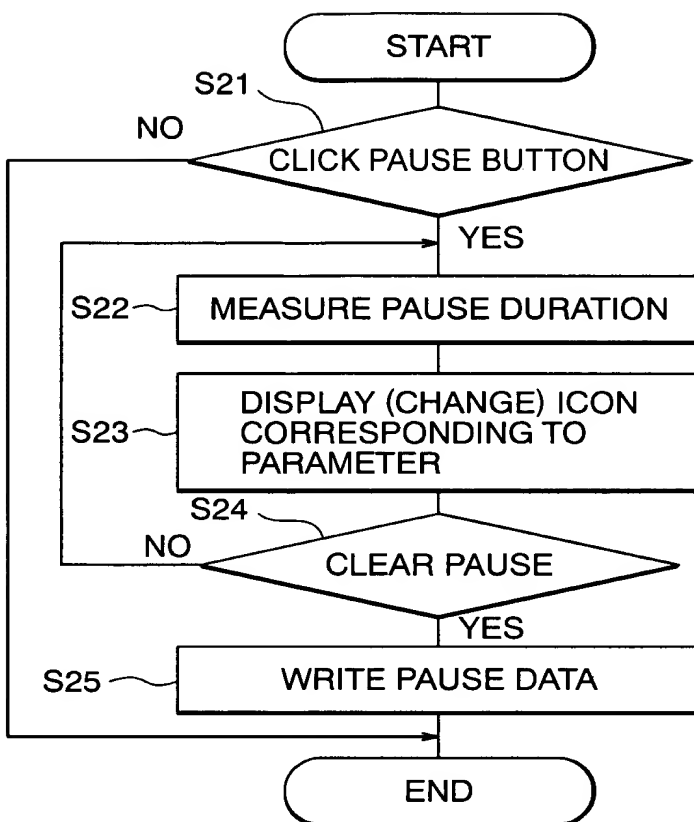
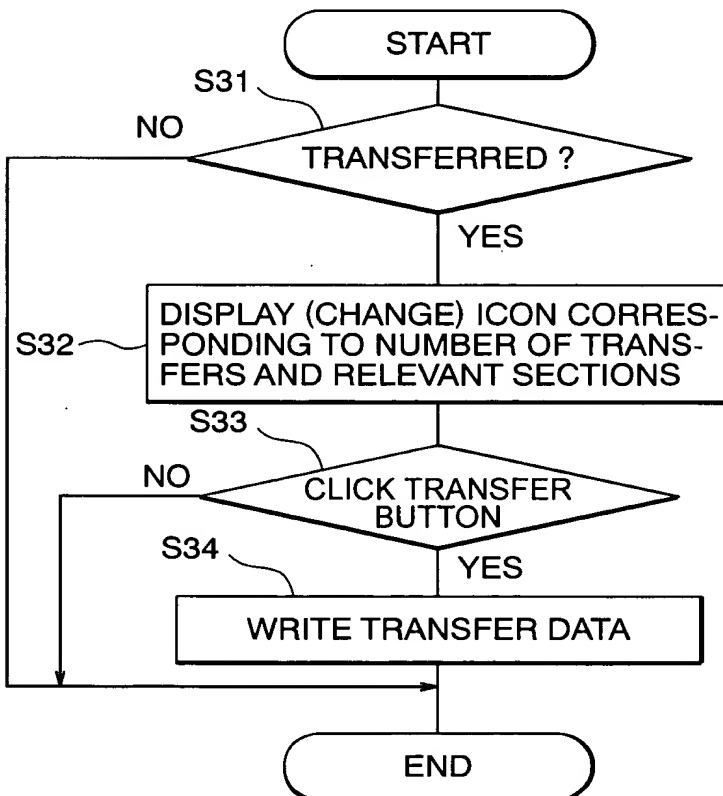


FIG. 7B





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FIG. 8A

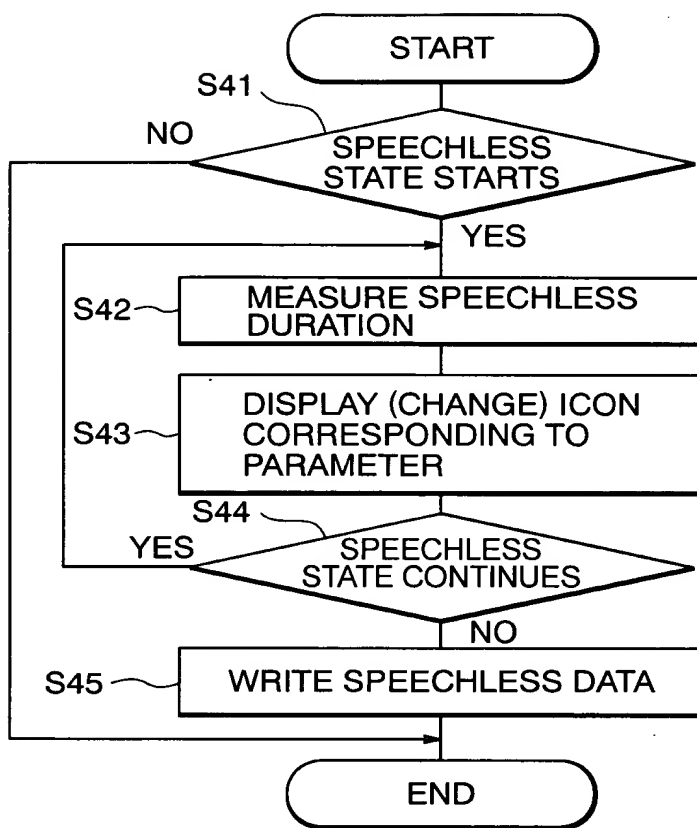
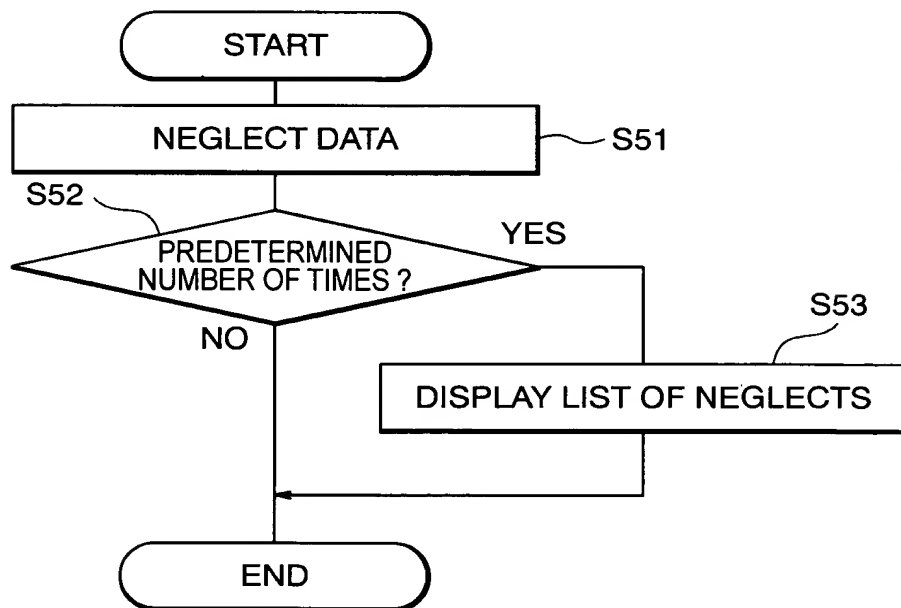



FIG. 8B







# FIG. 10A

RECEIVING					
KEPT CLIENT WAITING FOR 1 SECOND					
TELEPHONE NUMBER	0223334444		INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT	


# FIG. 10B

RINGING					
KEPT CLIENT WAITING FOR 3 SECONDS					
TELEPHONE NUMBER	0223334444		INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT	

# FIG. 10C

RINGING				KEPT CLIENT WAITING FOR TOO LONG TIME. APOLOGIZE CLIENT FOR WAITING FOR LONG TIME.	
KEPT CLIENT WAITING FOR 20 SECONDS					
TELEPHONE NUMBER	0223334444		INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT	

# FIG. 10D

RINGING				KEPT CLIENT WAITING FOR TOO LONG TIME. APOLOGIZE CLIENT FOR WAITING FOR LONG TIME.	
KEPT CLIENT WAITING FOR 30 SECONDS					
TELEPHONE NUMBER	0223334444		INCOMING CALL	OUTGOING CALL	
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT	



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# FIG. 11A

THE CALL HAS BEEN TRANSFERRED THREE TIMES

TOO MANY TRANSFERS. AVOID FURTHER TRANSFERS, AND ASK WHAT CLIENT WANTS AND CALL BACK.


3

RECEIVING		 	INCOMING CALL OUTGOING CALL	RELEVANT SECTIONS <del>3-FIRST BUSINESS SECTION, 111-1131</del> <del>3-FIRST BUSINESS SECTION, 111-1131</del> 2-THIRD BUSINESS SECTION, 111-1133 1-GENERAL AFFAIR SECTION, 111-1112
KEPT CLIENT WAITING FOR 4 SECONDS				
TELEPHONE NUMBER	0223334444			
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE	DISCONNECT
CLIENT INFORMATION		DEALING HISTORY		

# FIG. 11B

NO CONVERSATION

NO CONVERSATION. IF YOU ARE FORCED TO KEEP CLIENT WAITING OR ARE AT LOSS FOR WORDS, CALL BACK AFTER INVESTIGATIONS.



RECEIVING			INCOMING CALL OUTGOING CALL
KEPT CLIENT WAITING FOR 4 SECONDS			
TELEPHONE NUMBER	0223334444		
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE DISCONNECT

# FIG. 11C

INCOMING CALL NEGLECTED FOUR TIMES TODAY

FAILED TO RESPOND TO INCOMING CALL FOUR TIMES. APOLOGIZE TO CLIENT.

4

RECEIVING		 	INCOMING CALL OUTGOING CALL
KEPT CLIENT WAITING FOR 4 SECONDS			
TELEPHONE NUMBER	0223334444		
RETRIEVE TELEPHONE	RETRIEVE ACCOUNT	RETRIEVE CLIENT NAME	PAUSE DISCONNECT

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FIG. 12

RINGING		RETRIEVE TELEPHONE		RETRIEVE ACCOUNT		RETRIEVE CLIENT NAME	
KEPT CLIENT WAITING FOR 20 SECONDS		0223334444					
INCOMING CALL		OUTGOING CALL		PAUSE		DISCONNECT	
DEALING HISTORY		DEALING PATTERN					
CLIENT INFORMATION		CLIENT IDENTIFICATION		INDIVIDUAL (GENERAL)			
MAIL ACCOUNT		5		taro 01			
CLIENT NAME		TARO YAMADA					
ADDRESS		980-0011		TOKYO JAPAN			
ACCESS POINT		AP TOKYO		SERVICE STARTED ON:		99/01/07	
CONTENTS OF CONTRACT		PERSONAL CONTRACT (GENERAL)		¥ 2,000		99/01/07	
CONTENTS OF CONTRACT 2		WWW INFORMATION ORIGINATING SERVICE		¥ 14,000		99/06/17	
CONTENTS OF CONTRACT 3							
0223334444 0191112222		2:15PM		FEBRUARY 14 (MON.)		INTO INCOMING CALL WAITING STATE	